

CIO COUNCIL MEETING MINUTES

July 27, 2005

Albert Coates Building

Attendees: Anita Ward (OSP), Randy Barnes (Revenue), Dan Kempton (Industrial Commission), Karen Tomczak (DHHS), Nancy Lowe (DJJDP), Jae Kim (DCR), Bob Brinson (DOC), Larry Brewer (DOI), Mike Fenton (ITS), Chris Houghland (ITS), Janice Hodges (Wildlife), Doug Phillips (Commerce), Mark Paxton (DOT), Joe Lithgo (ITS), Bill Golden (Treasurer), Ben McLawhorn (OSC), Smitty Locklear (DOA), Robin Murray (AOC), Bruce Garner (Secretary of State), John Davis (State Budget), Michael Guilford (OAH), Ed Pratt (HCS Systems), David McCall (TEKSystems), Keith Werner (CIBER), Carol Morin (CJIN), Steven Hulsey (DOT), Pam Bowling (OSP), Joanne Wise (BizCarta), Carolyn Hendricks (BizCarta), Todd Russ (ITS), Steve Stoneman (ITS), Richard Barefoot (ITS), and Tanya Stauffer (Analysts International).

Chairman Randy Barnes convened the meeting at 10:00 AM.

The minutes from the May 2005 CIOC meeting (there was no meeting in June) were approved as written.

Randy Barnes provided a handout from ITS giving a status of Legislation.

Joe Lithgo from ITS gave an update on the ITIL project. Lithgo said that there are two RFP's, one for training services and one for implementation. Both were awarded the previous week. Training was awarded to CCM. The effort runs through 2007. One of the major components will be coursework leading to ITIL Foundation Certification. Classes will be conducted at ITS over the next three months, and agencies can participate at very favorable pricing. The courses involve a 2-hour, web-based introduction, a 2-day course, and an exam. Call Susan Chan at ITS to register. Lithgo said the Implementation contract went to Pink Elephant, which is a well known ITIL implementation firm. The will conduct a 6-week assessment, followed by an improvement plan targeting four processes.

Mike Fenton from ITS then gave an update on the Technology Planning Group (TPG). An objective is to change from CTO-centric architecture generation to more involvement from the agencies. The TPG membership is 5-7 agency CIO's, the Deputy State CIO, and ETS staff. A feature of this approach will be the creation of short-term workgroups to address particular service needs. The first three workgroups that will be formed deal with mobility, business analytics, and disaster recovery. Fenton solicited nominees for these workgroups. Randy Barnes asked Fenton to list the TPG members. Fenton responded that members are Randy Barnes, Bob Brinson, Bill Golden, Karen Tomczak, Nancy Lowe, Mark Hughes, Mark Paxton, and Billy Willis. Fenton said that he is working on scope statements for each of the working groups, and it was agreed to have those scope statements available by the next CIOC meeting. Fenton then talked about the Statewide Technical Architecture (STA), pointing out that there is a new website

where the current STA is posted for comment. However, he said that in the long term, the TPG would probably undertake the evergreening of the STA.

Steve Stoneman of ITS then discussed the ESAP/MPLS effort. He noted that this technology provides the agencies with a virtually separate network, either at the agency, division, or application level. Agencies can also create trusted and untrusted zones within the network. The goal is to have all agencies on ESAP by the end of the calendar year. Smitty Locklear asked if agencies were required to have a project manager; Stoneman said that it was strongly recommended; alternatively, it may be possible to use services from ITS. Randy Barnes asked about cost to the agencies. Stoneman said that they were talking to Billy Willis about the potential of using the enterprise fund, but at this point, that was undecided. Stoneman said that the original goal was a single, separate ESAP for each agency. Karen Tomczak noted that the original questionnaire asked for a lot of information but had a very short deadline, and asked about the overall deadline. Barnes asked if agencies could get the questionnaire in advance; Stoneman said yes. Julie Batchelor asked about any fee structure change associated with the ESAP conversion; Stoneman said no. Barnes asked about firewalls and agency cost. Richard Barefoot from ITS said that these would be virtual firewalls with no added cost. Locklear asked if all parts of the agency would be included; Stoneman said that would be the agency's choice. There was a final question and discussion on broadband and new pricing proposals. Barnes asked Stoneman if he could talk about that at the August meeting. Stoneman said perhaps, but more likely at the September meeting.

Pam Bowling from OSP then gave an update on career banding. Bowling said that four agencies are complete, and another eight agencies are well underway. The rest are barely started or have not started, including two or three of the larger agencies. She cited past letters from the State Personnel Director. She said that she and the Director were meeting in the next week to assess progress toward the October deadline. Julie Batchelor asked if project manager classes were included; Bowling said that this was undecided. Nancy Lowe asked if OSP was meeting with the agency heads? Bowling said yes, and that OSP understands that any lack of progress seems to be more from Human Resources staff rather than IT. Batchelor asked what classes would follow IT; Bowling said probably office support, trades, and institutional services. Randy Barnes asked about salary reserve funds for banding; Bowling said that the Director goal was that banding be a priority for salary reserve funds. Barnes then solicited advice or lessons-learned from any CIO whose agency had already completed banding. Batchelor said that it was a good experience, but that it was a lot more iterative than she had anticipated. Barnes said the iterative nature had also been her experience. Smitty Locklear asked what would happen if an agency were not complete by October? Bowling said that she would discuss that with the OSP Director. Doug Phillips asked if the classifications were set in stone, pointing to problems he was having with Webmaster and IT Security Officer. Bowling acknowledged that there are some issues that may need some more market work done.

Randy Barnes then moved to the next agenda item, dealing with bulk computer purchases. She solicited a Council discussion on things that are working well, and things that need improvement. Steven Hulsey is on the working group that advises ITS procurement on bulk purchases, and he took notes for this discussion. Nancy Lowe noted a concern about the timing of getting specifications out to the agencies. Lowe also asked for more clarity on the specifications, citing speakers as an example where the specifications are not specific. Hulsey said that the specifications are posted on the CIO's website. Lowe asked when do suggestions get incorporated into the specifications, and Hulsey described the process. Lowe added that she would like to see remote support included. Barnes noted that she would like to have some timing flexibility to match available budget funds. Bruce Garner asked about printer specifications; Hulsey said that printer specifications had not yet been standardized. Barnes said that her agency is having difficulty with support, due to not owning the contract. Hulsey noted that there is some concern that service has decreased because of the short-term nature of the contracts. Mark Paxton gave an example of bulk delivery problems. Smitty Locklear asked how to deal with repeated complaints. Doug Phillips noted that phased deliveries are needed, and Lowe added that inside delivery needs to be specified. Locklear asked if the timing of the new budget, and whether ITS would push dates back to accommodate that delay? Lowe also noted that she needed a way to accommodate grant funding that needed to be spent by a certain date. Barnes asked about unbundling maintenance so that the agency could make a decision whether or not to include that cost. Larry Brewer asked for the ability to buy monitors separately. Lowe mentioned that incorporating everything into one purchase order was extremely difficult when multiple funding sources are used. Hulsey noted that agencies need some way to use remaining unspent funds to buy more computers when the opportunity presents itself.

In closing, Randy Barnes noted that this was Gary Zeller's last day. She also said that she has asked Smitty Locklear to conduct CIOC Planning Committee elections.

There being no further business, the meeting was adjourned.